

Consolidated Mail Service

2005-07 Business Plan

EXECUTIVE SUMMARY

Activity Description

The Department of General Administration operates the Consolidated Mail Services (CMS) activity, the State government's internal postal service, which processes interagency, incoming, outgoing mail, and provides site-to-site distribution for most state agencies and some political subdivisions in western Washington. State agencies have identified this service as mission critical by providing a vital business service for processing and distributing warrants and laboratory samples. CMS is a non-appropriated program

Consolidated Mail Services has a biennial budget of \$9.35M and 74.5 FTE's.

Retrospective

State Mail began in 1968 as an interagency service. A major transformation occurred in 1991 when the legislature mandated consolidating state agencies' mailroom services. As a result, a majority of incoming, outgoing, and interagency mail for agencies is now handled at a central processing operation in Olympia. CMS also serves a number of colleges and universities, and political subdivisions.

Consolidated Mail Services brought efficiency and effectiveness to a number of areas: Reduced and better utilization of equipment; less duplication of mail services; establishing a state PO Box system that improved mail routing and eliminated delays; established standards for addressing; improved interaction with USPS; and centralized mail service management.

A full range of mail processing and delivery services are currently provided in four distinct areas. Agency-to-agency mail

- Incoming mail from the United States Postal Service (USPS)

- Inserting warrants and documents

- Presorting of letter mail outgoing to the USPS

The Presort function alone saves the state over \$2 million per year in postage.

Prospective

CMS management, partnering with agency customers, has identified some areas of focus for the program to pursue:

- Increased mail security in terms of X-Ray and biohazard detection, and enhanced chain-of-custody controls;

- Gaining the ability to track and trace individual outbound mail pieces;

- Convert paper mail into electronic documents and distribute via the internet;

- Scan-to-file imaging of mail and working files.

The E-services represent industry direction. CMS expects to substantially provide these services by the end of the 07-09 biennia. With mail going through significant automation changes, we project 09-11 to be a stepping stone period to new directions.

Consolidated Mail Services is run as a self-supporting business. Charges for its services cover operating costs through a non-appropriated revolving fund. CMS regularly compares its services and rates to like businesses in the marketplace. CMS has experienced small and steady revenue growth at two percent per year since the legislature authorized consolidation.

Customers ranked CMS as one of the most customer centered programs in GA. It is a program goal to continue to educate the few remaining agencies to the benefits and savings possible. CMS strives to strengthen business relationships and continues to look for areas in which to partner with like business entities to offer more and better cost alternatives to all customers.

	05-07	07-09	09-11
Goal:	Increase security of mail processing and delivery	Increase security of mail processing and delivery	Security of mail processing and delivery
Strategies:	X-ray scan all Incoming mail. Communicate to customers the security measures Purchase a 2nd hi-tech x-ray/biohazard scanner Provide awareness training annually Awareness training for mail handlers annually Secure CMS facility 24/7	Continuing education & surveying of Customers Support CMS internal flexibility to be responsive to agency mail security requests. Promote state mailroom security standards Awareness training for mail handlers annually All new mail trucks will include auto-locking sensors	Continue or adjust mail security measures to reflect risk assessment, threat level, and Customer need.
Objective:	Scan all Incoming by Jan 06 Scan all Legislative mail by Jly 05 All new mail trucks ordered in 05-07 will include auto-locking & unlocking sensors	X/Bio scan all Incoming mail by April 08 X/Bio scan all Campus mail by April 09 All new mail trucks ordered in 07-09 will include auto-locking & unlocking sensors	All mail and packages entering and exiting are scanned by Jun 011. Entire CMS fleet will have auto-locking sensors - Jun 011
Performance Measures:	% of Incoming mail X-Ray scanned % of Legislative mail X-Ray scanned # of mail trucks with auto-lock	% of Incoming mail X/Bio scanned % of Campus X/Bio mail scanned # of mail trucks with auto-lock	% of mail and packages X/Bio scanned % of CMS fleet having auto-lock feature

	05-07	07-09	09-11
Goal:	Provide Mail 'scan-to-file' Imaging Service	Provide Mail 'scan-to-file' Imaging Service	Grow with digital arena for mail services
Strategies:	Move paper mail to electronic format Partner with a service provider Use CMS pick-up/delivery system CMS to provide invoice and manage project Study feasibility of in-house scanning	Grow IT experience or hire IT experience in-house Re-survey agencies as to their mail imaging needs Sec of State may have developed archive scanning as "core" business. If so, compare mail scan services for duplication.	Follow mail imaging or other digital mail services in their industry direction.
Objective:	Provide "scan to file" mail imaging services to at least 3 Customers each year	By Jan 08 make decision if scanning or a portion of the process should be done in house Provide "scan to file" mail imaging services to at least 4 Customers each year	If feasible for state, purchase equipment and install trained employees by June 2010 Provide "scan to file" mail imaging services to at least 4 Customers each year
Performance Measures:	# of Customers per year utilizing this service	# of Customers per year utilizing this service	# of Customers per year joining this service

	05-07	07-09	09-11
Goal:	Promote advanced features of file based inserting to provide customers more options	Promote advanced features of file based inserting	
Strategies:	Market integrity, tracking, tracing, e-delivery, e-mail, return mail features Promote in-line printing on universal envelope Involve DIS & GA IS regularly Simplify process to customer Explore absentee ballots as a customer	Market integrity, tracking, tracing, e-delivery, e-mail, return mail features Market in-line printing on universal envelope DSHS inserting section merges into CMS	Expect direct deposit of state warrants Anticipate large growth in file based electronic sending of mail
Objective:	Expand number of customers to file-based arena by Jun 07: Convert current volume by 25% Generate new volume by 15% Bid for and win at least 1 absentee ballot contract	Expand number of customers to file-based arena by Jun 09: Convert current volume by additional 40% Generate new volume by 15% Bid for and win at least 1 absentee ballot contract	File-based inserting becomes the norm by Jan 09
Performance Measures:	% of current jobs converting to file-based features % of new jobs using file-based features # of absentee ballot contracts won	% of to current jobs converting to file-based features % of new jobs using file-based features # of absentee ballot contracts won	% of Inserting jobs using file-based features